

House, Health and Safety Regulations

Dear spa visitors,

It is our intention to create an environment in which all male and female spa visitors feel comfortable and at ease. For this reason, we kindly ask you to respect other visitors and please show consideration of their respective interests and desires. Our House, Health and Safety regulations have the purpose of making the stay comfortable and safe for all our visitors. We do not intend to set up too many and too strict rules by issuing these House, Health and Safety regulations; when reading them carefully, you will quickly understand that they actually only contain aspects which are common sense.

Your spa team at the KEIDEL Mineral-Thermalbad!

Section 1 General Remarks

1. These House, Health and Safety regulations provide for safety, cleanliness and order within the entire swimming/bathing and the sauna area, including the entrance and all outdoor facilities.
2. These House, Health and Safety regulations are binding for all spa visitors; by purchasing an access authorisation, each spa visitor recognises being bound by these House, Health and Safety Regulations.
3. All spa facilities must be treated with due diligence and due care. Spa visitors are responsible on the basis of the law for any damage in the case of misuse, damages or contamination.
4. The different swimming and bathing pools have the purpose of promoting our visitors' health and of enabling them to relax. The type of use depends on different water temperatures and the design of the respective swimming or bathing pool. The water depths in all pools amounts to up to 1.35m (approx. 54 inches), whereas the natural bathing pond water depth in the sauna area is up to 2.50m (approx. 100 inches).
5. Spa visitors are obligated to refrain from any activities which are contrary to public morals and due to which the maintenance of safety, quietness and order is endangered.
6. Smoking in the swimming and sauna area is allowed only in the respective signposted areas; this also applies to electronic cigarettes. Ash trays which were provided for that purpose must be used; shishas are not permitted. All sunbathing areas must be kept free from rubbish and debris.
7. Each spa visitor is obligated to consider an increased risk of accidents due to, amongst other things, wet or soapy floor areas which is why visitors must pay particular attention when walking in these areas. The spa operators strongly recommend wearing non-slip bathing shoes.
8. Due to the risk of sharp fragments, containers made of glass and of china may not be brought to/used in the spa.
9. The personnel and/or additional persons in charge (such as our security personnel) have an authority as the "householder" towards all the spa visitors. Any visitors violating the House, Health and Safety Regulations may be excluded from entering swimming/bathing areas and the sauna. The respective visitor's personal particulars will be recorded and the police will be called in the case where such visitor should refuse to give information. Entrance charges will not be reimbursed in this case.
10. Visitors of the swimming and sauna areas are not allowed to use any music instruments, sound playback devices or mobile phones if this results in other spa visitors being disturbed. The use of mobile phones is only allowed in such areas which have expressly been signposted for that purpose.
11. A prohibition to take photos and to make any films applies to the entire building and the external KEIDEL facilities; this has the purpose of protecting our visitors.

Section 2 Opening Hours and Admission

1. The opening hours and the time when visitors may enter the spa at the latest will be published. It is possible that the opening hours applicable to the bathing pool may be interrupted to the weather conditions. Since this is a case of force majeure, visitors have no right to deduce from this any claim for reimbursement or a claim for reduction of the entrance fee.
2. The operational management may restrict the use of the swimming/bathing pools and/or the sauna area or parts of both areas for reasons such as course offers, events and inspection and maintenance measures; in these cases, visitors have no claim for a (partial) reimbursement or a reduction of the entrance fee.
3. The following persons may not enter the spa:
 - a) individuals under the influence of any intoxicants;
 - b) individuals having pets with them;
 - c) individuals suffering from any communicable disease which needs to be reported to the authorities (in the case of doubt, visitors may be requested to submit a medical certificate) or individuals having open wounds; and
 - d) individuals having the intention of using the spa for commercial purposes or any other purpose which is not customary for the spa.

KEIDEL MINERAL THERMAL BATHS

4. Any individuals who are unable to safely move around at the spa without the help from third parties due to any physical and/or mental disability may use the swimming/bathing areas and the sauna only accompanied by an adequate assistant.
5. Each spa visitor must dispose of a valid access authorisation for the respective services he/she intends to use.
6. Acquired access authorisations will not be taken back, any charges will not be reimbursed. Change must be immediately counted, as any complaints at a later time cannot be recognised.

Section 3 Entrance Cards/Closing Times

1. Prior to the use of the swimming/bathing and/or sauna area, each spa visitor is provided with a "chip coin" which he/she uses to pass through the turnstile to enter the area and to leave it again at the end. Visitors have no possibility to leave the area and to re-enter afterwards without having to acquire another entrance authorisation. While staying at the spa, visitors may top up this chip coin (cashless) with additional services (such as the entrance to the sauna area, food and beverages, entrance to the solarium etc.); all these additional services must be paid for at the terminal for extra payments/reception when leaving the thermal bath.
2. Each spa visitor is obligated to keep his/her receipt which he/she received when acquiring the chip coin for the entire stay at the spa. During the stay at the spa, each visitor is obligated to ensure that he/she does not lose his/her chip coin, including the wristband. In the case where he/she should no longer be in possession of his/her chip coin, he/she will be charged EUR 5.00 for the lost data carrier as well as EUR 10.00 for the lost wristband. The generated turnover will be retraced on the basis of the Epan number indicated on the cash receipt and be invoiced accordingly.
3. The top-up limit for adults amounts to a maximum of EUR 150.00, children at the ages of 4 to 13 may top up EUR 7.00 at the most.
4. Annual tickets are valid for one year after they were issued, they may not be transferred and owners have the right to enter the spa once a day.
5. The club card is valid for one year after it was issued, it may be transferred and owners have the right to enter the spa once a day at more favourable conditions.
6. All applicable prices will be published through notices which can be found in the entrance area of the spa.
7. To the extent to which the spa is closed for one day or even longer, the validity of club cards and annual tickets will be extended by the period during which the spa was closed.

Section 4 Remarks as to the Behaviour at the Thermal Bath and the Sauna Area

1. All guests using the swimming/bathing and/or the sauna area are obligated to refrain from any activities which are contrary to public morals. Sexual activities and sexual presentations are strictly forbidden.
2. Wet/Barfoot areas may not be entered wearing street shoes, and pushchairs, wheelchairs, trolleys and similar items may not be used in this area, either. The spa provides its own wheelchairs; pushchairs must be parked in the swimming/bathing area in the corridor behind the pool attendant's desk.
Exception 1: electronic wheelchairs may also be used in the swimming/bathing area;
Exception 2: parents of children with a mobility handicap may take pushchairs to the swimming/bathing area upon prior consultation and on the condition that the wheels were previously cleaned by our personnel.
3. Sports and play equipment as well as swimming aids may only be used if this was previously approved by our pool attendants. It is not permitted to play with balls or to beat other persons with a pool noodle; the use of flippers is prohibited, too. Neither may spa visitors jump into the water from the side, nor may they push anyone else into the water. Diving/swimming goggles made of glass may not be used at the spa.
4. Only if they are accompanied by an adequate person may non-swimmers use the water areas.
5. Chairs may not be reserved; if need be, our personnel has the right to ask spa visitors to leave the chair and spa visitors must follow these instructions without complaint.
6. Spa visitors are obligated to thoroughly clean their body by taking a shower before they enter the swimming area. Our personnel have the instruction to point out to individuals who have not taken a shower before going into the water that they must first take a shower and then may go into the water.
7. It is not allowed to shave, to cut finger or toenails or to dye one's hair at the spa.
8. Food and beverages may only be taken to the spa for the purpose of eating and drinking them personally. It is not permitted to eat while in the water or while staying at the seating area around the pools. In the bathing area, there is a designated area where spa visitors may eat their food and drink their beverages which they brought from home. Personal food and beverages may not be consumed at the spa's restaurant sector; the pool attendants may give relevant instructions. Please do not walk around while eating.
9. The swimming and bathing pool water must not be contaminated. In the case of intentional violations, we reserve the right to charge the respective violator all costs incurred by the spa in relation to such contamination.

10. Hall cupboards and/or compartments for the storage of valuable goods may be used by spa visitors only while their access authorisation to the spa is valid. Spa visitors have no claim in the provision of hall cupboards and/or compartments. After the spa closed, all locked hall cupboards and compartments for the storage of valuable goods will be opened and, if need be, all items contained therein will be removed. The contents will be treated as lost property.
11. Any lost property must be handed over to the personnel and will be treated according to the provisions on the basis of the law.

Section 5

Special Rules of Conduct for the Thermal Bath

1. It is obligatory to wear normal swimwear in the bathing area. Bathing and sunbathing without bikini top is prohibited for women. Wearing of burqinis and other full-body clothing is prohibited for hygienic reasons and the associated water disposal. UV protection textiles can be worn in individual cases after a consultation with and approval from the life-guards.
2. When swimming in the separated swimming lane, the prescribed swimming directions must be complied with.

Section 6

Special Behavioural Instructions for the Sauna Area

1. The sauna area has the purpose of promoting our visitors' health and to enable them to relax. Therefore, all sauna users must behave in a way that the silence and the relaxation of other sauna users is not disturbed in any way.
2. The recommendations issued by the Deutscher Sauna-Bund e.V. [German Sauna Association] must be complied with when using the sauna area; a copy of these recommendations can be obtained at the bistro desk in the sauna area.
3. Sauna cabins/steam baths may only be used without wearing clothes; however, clothes must be worn at the sauna bistro. In the signposted e-book areas, clothes should be worn as a means of personal protection.
4. Children may use the sauna area from their third year of age; visitors under the age of 16 may only use the sauna area if they are accompanied by an adult.
5. We recommend not performing any sports activities while staying in the sauna area.
6. Resting chairs as well as sauna and warm air cabins with wood benches may only be used with a towel of a sufficient size corresponding to the size of the body. Wood components may not be contaminated through sweat. For hygiene reasons, seat pads/seat towels must be used in vapour cabins.
7. Technical devices (such as heating equipment, lighting fixtures, sauna heating devices, including their protective grids and their sensing elements) may not be covered with any items.
8. For the reason of your safety, bathing shoes must be taken off prior to entering sweat rooms.
9. For reasons of mutual consideration, loud conversations, sweat scraping, brushing and scratching are not permitted. Apart from beach towels/seat pads, no additional items may be taken into sweat rooms (such as books or electronic devices).
10. Individuals suffering from health problems should consult their doctor in advance to see whether there are any particular risks relating to their use of sweat rooms.
11. Traditionally, saunas and other sweat rooms have special conditions such as increased room temperatures, subdued lighting, step benches and different heat sources. In addition, slippery spots may exist in the entire area due to the humidity which is why spa visitors need to pay particular attention.
12. Our personnel are the only individuals who have the right to pour water on the hot stones. No items or any liquids may be place/poured on sauna ovens/sauna stones.
13. Services such as pouring water on hot stones and other treatments (including but not limited to steam bath peelings) must be considered to be services for spa visitors rendered on a voluntary basis; spa visitors have no claim in actually receiving such services.
14. E-books may only be used in the areas which were designated for that purpose. Any devices which can be used to take photos or to make films may not be operated anywhere in the sauna area.
15. At the sauna and steam rooms, the use of skin treatment products which visitors brought from home is strictly forbidden.
16. The bathing pool and the natural bathing pond will not be supervised the entire time; bathers use them at their own risk.

Section 7 Children

1. Bathing area:
 - a) Infants must wear small swimming trunks and a suitable swim nappy. Infants under six months of age may not be taken into the spring pool which has a water temperature of 40°C (104°F).
 - b) Attention: Although these pools seem to be small and not very deep, small children are not able to stand on the ground of the spring and hot water pool or in the whirlpool. In all other pools, too, children are unable to stand on the ground due to the respective water depth (parents are particularly responsible in this respect!).
 - c) All children under the age of 12 must be accompanied by an adequate supervisory person. In each case, the children's parents continue to be responsible for the children.
2. Saunabereich:

Children may use the sauna area from their third year of age. Individuals under the age of 16 may enter the sauna area only if they are accompanied by an adult.
3. Children's playground:

The children's playground at the exterior facilities as well as the respective equipment may only be used by children under the age of 12, and these children must be supervised by their parents at all time. The playground is used at their own risk. Please refer to section 8 for more information on the scope of liability of KEIDEL. For safety reasons, the playground may exclusively be used during daylight hours and any instructions given by the personnel must be followed without complaint.

Section 8 Liability

1. Spa visitors use the fitness room at their own risk.
2. The operator generally assumes no liability with respect to any damage incurred by spa visitors; however, this shall not be applicable in the case of liability due to violation of substantial contractual obligations or to liability due to damage incurred by any spa visitor resulting from an injury to life, limb and health, and it shall not be applicable to any damage suffered by any spa visitor due to an intentional or grossly negligent violation of obligations by the spa operator, their legal representatives or their vicarious agents. Substantial contractual obligations are those obligations which are required for the ordinary execution of this agreement and any obligations in relation to which the spa visitor may regularly rely on the fact that these will not be violated. Substantial contractual obligations of the spa operator shall include, but not be limited to the use of the spa facilities (unless the facilities had to be closed due to important operational reasons) as well as the participation in all activities which are included in the entrance price. The limitation of liability on the basis of paragraph 2 also applies to the vehicles which were parked in the car park provided by the spa.
3. Spa visitors are expressly recommended not to take any goods of value to the spa. The spa operator does not provide any supervision services and they do not assume any obligation of due diligence with respect to any valuable goods which were brought to the spa despite this recommendation. The operator is liable for the loss of goods of value, cash and clothes only according to the provisions on the basis of the law; this also applies to any damage to third-party property. The storage of money and/or goods of value in a hall cupboard and/or a lockable compartment for the storage of valuable goods does not establish any obligation for the spa operator with respect to the valuable goods stored therein. The spa visitor is exclusively responsible for using hall cupboards and/or lockable compartments for valuable goods, for ordinarily locking them, for controlling the safe locking of the respective lock and for diligently keeping the key/data carrier.
4. In the case where spa visitors lose their access authorisation, their keys to the hall cupboards and/or lockable compartments for valuable goods, their data carriers for the payment system or any items which they borrowed, they must pay a lump-sum for this which is limited to the value of the damage which can be reasonably expected considering the way things go. The respective amount of money is indicated in the applicable price list. Spa visitors are expressly granted the right to provide evidence showing that no damage occurred or that such damage is significantly smaller compared to the payable lump-sum.

We hope that you will enjoy your stay at the KEIDEL spa and wish you relaxation and rejuvenation.

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